



The Richmond Fellowship Scotland

April 2014

STAKEHOLDER SURVEY 2013/14 THE RESULTS!

100% of survey participants agreed that we have a good reputation within the community as a provider of care/support



100% of survey participants say we are 'always' or 'usually' responsive in our service provision

100% of responses said the information we give them is 'always' or 'usually' relevant.

The results of the third national survey with our stakeholders are extremely positive. They provide us with insightful and useful information which in the main, evidence positive perceptions and experiences of working with TRFS and illustrate that we have good relationships and positive working arrangement with our main stakeholders.

Analysis of the results indicate that our stakeholders in local authorities have a good knowledge of the type of services we offer and the different client groups we work with, it is

encouraging that on average, awareness of each of our different types of services has increased by 15% since the last survey.

The vast majority of those who responded (over 70%) know we support individuals with mental health difficulties, learning disabilities, people on the autistic spectrum and those with challenging behaviour. They also know we provide support to individuals through Supported Living Services, Housing Support Services, 24 hr packages and Home Support Services. Where awareness levels are

lower than expected, specific consideration will be given to how we continue to promote these types of services with purchasers and commissioners. For example, less than a third of stakeholders were aware of our care homes, counselling services and the services we provide to older people/dementia and young people/transition. We will work to raise awareness around these services.

The biggest shift was in stakeholders' awareness of our Positive Behaviour Support Services for people with challenging behaviour, with an increase in awareness of almost 40%. This is mirrored by the high percentage of stakeholders who indicated they were aware that we provided services to people on the autistic spectrum (71%) and those with challenging behaviour (74%).

The right choice for support

As one of the largest Care Providers in Scotland we aim to be first choice for support for people and purchasers. Some new questions in this survey were designed to help us help us measure our position within the communities we work in line with our Strategic Plan (2012-2015)

"Staff are professional at all times"



"Committed person centred approach to working with vulnerable people"

"Excellent managers who not only manage the service but provide hands on care"

"TRFS is a safe pair of hands for vulnerable service users, carers are caring, responsible and person centred"



"highly committed knowledgeable and skilled strategic managers"

THE RESULTS!

said we were 'always' or 'usually' **responsive** in our service provision to the people we support.

100%

'strongly agreed' or 'agreed' that TRFS have a **good reputation** within the community as a provider of care/support

said the **information** we give them is 'always' or 'usually' **relevant**

indicated that our **commitment** to providing high quality personalised services is 'always' or 'usually' demonstrated in the information we give them.

agreed that information was either 'always' or 'usually' **informative** and delivered to them in a **timeous** fashion.

97%

'strongly agreed' or 'agreed' that **TRFS is well known** within the community as a provider of care/support and compares favourably with other providers.

highlighted that **TRFS responds 'very well'** or 'well enough' to changes in the care field.

indicated we are 'always' or 'usually' seen as **reliable** when providing support to individuals.

said we 'always' or 'usually' provide individuals with **value for money**.

96%

of surveys participants indicated we are 'always' or 'usually' **reliable** when providing a service to them as stakeholders.

94%

respondents highlighted that their experience of working with TRFS has 'always' or 'usually' been a **collaborative** experience.

of participants said they 'always' or 'usually' found it **easy to make contact** with us.

MORE RESULTS!

91%

of surveys participants indicated we are 'always' or 'usually' **flexible** in our service provision to the people we support.

89%

said we are 'always' or 'usually' **responsive, flexible** and **provide value for money** to our stakeholders.

85%

of respondents said that the investment TRFS makes in **training and support** for its staff is 'always' or 'usually' evident in their interactions with staff.

74%

of stakeholders who responded 'strongly agreed' or 'agreed' that we are **people's/purchasers first choice** when looking for a provider of care and

72%

of stakeholders who responded to the survey said we are 'always' or 'usually' **innovative** when providing a service to the people we support.

71%

of stakeholders who responded to the survey said we are 'always' or 'usually' **innovative** when providing a service to our stakeholders.

The percentage of stakeholders who are aware we provide services to individuals through directed support continues to rise! - up to 82%



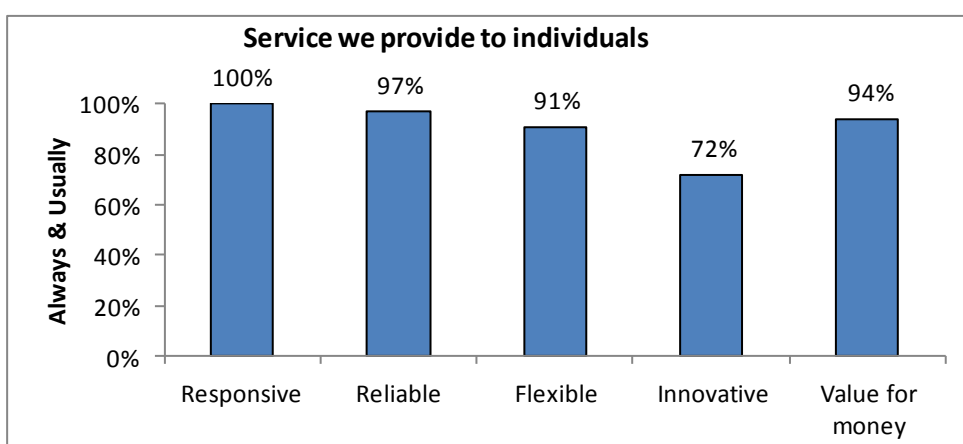
"It is clear that TRFS place a high emphasis on training workers especially in autism"



"I consider TRFS to have a very robust training programme, covering skills and specialist training across the range of care groups they support"



"Provide more of the excellent services you provide locally for people with learning disabilities"










INVESTOR IN PEOPLE

We're supporting

AGE POSITIVE



     
Ann McGuigan (Manager)
0141 779 6371
Jennifer Smith
0141 779 6372
Gwen Wells
0141 779 6373
Jane Stuart
0141 779 6355

LEARNING

The responses were overall very positive indicating very high levels of satisfaction.

They reflect a positive view of our staff, and their commitment to providing services that meet the needs of individuals. It is great news for our staff that our commitment to being person centred and providing a quality service is also evident in the information we share with our commissioners.

The highest levels of satisfaction were found in relation to the relevance of the information we give stakeholders, and having a good reputation within communities. Very high levels of satisfaction were found in the majority of other

question areas. It is encouraging that since the last survey levels of satisfaction have improved in all areas and awareness of the different service types offered by TRFS has also improved.

Comments made confirm that TRFS is seen as a trustworthy and well respected organisation. Furthermore 'the training, knowledge and commitment of the staff team including front line staff and managers' and 'the willingness of TRFS to be flexible and responsive to individuals and stakeholders needs' was also highlighted through responses.

Our ability to respond to change is crucial in the current climate so it is positive that we are perceived as an organisation that makes the necessary and appropriate changes when required.

Responses to specific questions also help us to measure our position within the communities we work. Being known within the communities and more importantly having a good reputation is vital for developing future new partnerships, retaining business and forging long term relationships with individuals, families and communities.

ACTION WE WILL TAKE



Any suggestions on new initiatives that TRFS should be considering for the future, will be followed up. These have been shared with Executive Directors and with the New Business Manager for their attention.



Whilst it is demonstrated by the results that our stakeholders perceive TRFS to be an agile organisation which responds well to changes within the care field, 'innovation' is still an area which we will continue to address. The results of the organisational 'innovation survey' carried out in 2013 will help us focus our attention in this area.



Where awareness levels in relation to the different services types and client groups TRFS offers and works with are not as high as they could be, specific thought will be given to how we promote these services and client groups.



In line with our Strategic Plan objectives 2012-2015 we will implement a Marketing Strategy and look at ways to increase our profile and customer awareness of TRFS.



We will be changing our approach to future surveys in an attempt to improve response rates. It is hoped that the next survey will be issued electronically and be completed and returned online.

WE WOULD LIKE TO EXPRESS OUR THANKS TO ALL OUR STAKEHOLDERS WHO TOOK THE TIME TO RESPOND TO THIS SURVEY. YOUR FEEDBACK IS INVALUABLE AND WE WILL USE THIS TO DEVELOP AND IMPROVE OUR APPROACH TO PARTNERSHIP WORKING AND OUR SERVICES.